

Information Services Board Briefing Paper on the Department of Corrections' Offender Management Network Information Project

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Description

The Department of Corrections (DOC) will provide a project status update and describe the major lessons learned from Phase I of the Offender Management Network Information (OMNI) project. DOC will also describe recent project organizational changes and how it plans to modify the project processes in Phase II to incorporate lessons learned from Phase I.

Background

In July 1999, DOC embarked on Phase I of the OMNI project with IBM Global Services as the ultimate vendor. The original goals of Phase I were to develop an initial data warehouse to address answers to predefined management questions and to develop a Graphical User Interface (GUI) for the Offender Based Tracking System (OBTS). Due to the change in business processes mandated by changes in the criminal justice environment and codified in the Offender Accountability Act, the decision was made to replace the GUI development with the Offender Accountability Plan (OAP) module. The OAP addresses the imposing of conditions that: target imminent risk factors related to offense patterns; are reparative and/or provide restitution to the victim; and address characteristics of the offender such as chemical dependency, mental illness, etc. The OAP module also serves as the standard web-based user interface or "look and feel" for the OMNI system.

Status

On October 11, 2001, DOC successfully deployed the OAP module in production for the development of Offender Accountability Plans. The project also began a series of team meetings to develop and document the lessons learned from Phase I. The project is transitioning from Phase I to Phase II by initiating design and development of the Common Services module, the development of a Statement of Work and the establishment of the Phase II project office. However, the following Phase I activities need to be concluded: implementation of outstanding change requests and critical incident repairs, completion of the data warehouse, and documentation of Phase I lessons learned.

Issues

- How can DOC integrate its Information Technology staff into the development of Phase II for knowledge transfer and still hold IBM accountable for the deliverables?
- How can DOC establish an integrated test environment that accommodates new releases in software components in a shared computing environment?
- DOC estimates for needed mainframe cycle time has increased to actual demand of OAP and the continued reliance on an e-mail system that it had planned to replace.

Recommendation

To ensure success of Phase II, the Department of Information Services recommends that DOC complete a work plan for the next increment, incorporating a risk mitigation plan that addresses adequate platform-appropriate testing environment, knowledge transfer, DOC staff participation in application development, and other key risks identified in the review of lessons learned.